



# Royal College of Physicians

## **Dr David Middleton Biography**

David graduated from Queen's University of Belfast with Honours in 2012. During his undergraduate years he was awarded the University Prize for final MB performance and medals from the Royal Victoria Hospital Belfast for Clinical Medicine. In postgraduate training, he achieved Membership of Royal College of Physicians in Edinburgh in 2016.

David completed a Masters in Research in 2016 in Translational Medicine. He undertook a project for his dissertation within the Radiobiology Group in Centre of Cancer Research and Cell Biology in Belfast. His work explored the role of PTEN (Phosphatase and tensin homolog) as a biomarker in Glioblastoma multiforme - in particular its role in sensitivity to chemo-radiation and in conjunction the use of a PPAR $\gamma$  agonism (Rosiglitazone) as a novel therapeutic in glioblastoma multiforme.

He has a passion for new approaches to Quality Improvement within healthcare. He completed the CoreStep Programme - an education scheme within Belfast Health and Social Care Trust programme which teaches Core Trainees across specialities, core QI methodology and theories.

David has an interest in teaching and previously was a teaching assistant in Histology and is currently an Honorary Tutor at the School of Medicine, Queen's University of Belfast.

He is currently completing Core Medical training with the aim of entering into higher specialist training in Dermatology.

## **Presentation Summary**

The patient journey through the outpatient clinic can be daunting. The undertaken project aimed to fully explore the patient journey through an outpatient experience, and how we could improve it. We used intensive process mapping to explore how patients flowed through the encounter and where pitfalls arose both for our patients and as healthcare staff. The nature of clinic was such that patients may require to do various activities in different areas of the hospital i.e. X-ray, Theatres, Pharmacy. It was obvious that barriers existed which amounted to staff time away from core clinical care, frequently missed activities and disruption to patient flow.

We looked at novel ways to enhance patient experience, improve flow and efficiency through the department. With the aid of multimedia design, smartphone technology and audio-visual tools we developed an outpatient 'passport' system. We feel this project helped to ensure patient's expectations and needs were addressed, and clinical outcomes were met through promoting a user-friendly and efficient tool for use in the outpatient department.